



Customer Outreach  
PO Box 8338  
Saint Joseph, MO 64508

product.safety@altec.com  
connect.altec.com/login

Phone 1-877-GO ALTEC  
Facsimile 1-877-659-9929

## IMPORTANT SAFETY RECALL

**This notice applies to your vehicle. Refer to the provided list.**

**NHTSA Recall Number:** 22V-349  
**Altec Identifier:** CSN 858

**Transport Canada Number:** 2022-272

June 29, 2022

Dear Altec Owner,

For US owners, this notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. For Canadian owners, this notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Altec Industries, Inc. has decided that a defect which relates to motor vehicle safety exists in certain DH45/48/50B, DH45/48/50E, DH45/48/50H, DM45/47E, and D3050/3055/ 3060E series digger derricks units built from January 2016 to February 2022. Due to improper wiring, the Hydraulic Overload Protection (HOP) system may not activate when overloading occurs. Repeated overloading due to HOP not activating could damage the boom or other unit structures. **Death or serious injury could result from structural failure of the unit.**

Refer to the included notice for the items covered under the Altec Warranty Policy. If you had this repair performed before you received this notice, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. All work will be performed at no charge to the customer when presented for repair.

Compare your unit's identifying information with the provided list to verify your unit is affected. You may also contact Altec or view your fleet through Altec Connect to determine if there are any other outstanding notices.

The inspection can be performed by the customer, or you may contact Altec for further assistance. The wiring inspection and correction of HOP connections, if required, is estimated to take 30 minutes and 1 person to complete. If the connections are found to be incorrect, the additional structural inspection is required, which is estimated to take 1 hour and 1 person to complete.

If you have sold or retired the unit, update the records through Altec Connect. If you have leased this equipment to another person or company, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten (10) days of the receipt of this notice.

For US owners: After contacting Altec, if you are still not able to have the safety condition remedied without charge and within a reasonable time, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call toll-free 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

For Canadian Owners: If you are still not able to have the safety condition remedied by your dealer within a reasonable time, please contact Altec.

We regret this inconvenience; however, we are taking this action in the interest of your safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.

## HOP System Connections Inspection

**Units Affected:** Certain DH45/48/50B, DH45/48/50E, DH45/48/50H, DM45/47E, and D3050/3055/3060E series digger derricks built from January 2016 to February 2022. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** All Altec derricks are equipped with a Hydraulic Overload Protection (HOP) system to help prevent overloading of the unit. Altec has learned that the turntable wiring harness on the affected units may have been connected improperly to the pressure transducers on the lift cylinder, preventing the HOP system from activating when overloading occurs.



**Death or serious injury could result from structural failure of the unit. Repeated overloading due to HOP not activating could damage the boom or other unit structures.**

**Customer Action:** Use the Wiring Inspection Procedure beginning on page 2 to check the connections and correct them if required. Do this no later than the next preventive maintenance interval or 30 days from the receipt of this CSN, whichever comes first.

**Requirements:** The wiring inspection and correction of connections, if required, is estimated to take 30 minutes and 1 person to complete. If the HOP connections are found to be incorrect, the additional structural inspection is required, which is estimated to take 1 hour and 1 person to complete.

**Completion and Warranty:** The inspection and repair are covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty provider. Altec will perform the work for free at an Altec facility. If the customer or the customer's warranty provider performs the work, a warranty claim must be submitted to be reimbursed for the cost of the labor. Altec will allow up to \$45 for the labor to perform the wiring inspection, and up to \$90 for the labor to perform the structural inspection, if required. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the work at the owner's location.

### Altec Contact Info:

Altec Connect: [connect.altec.com/login](https://connect.altec.com/login)



Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Altec Use Only	
Inspection labor	0.5 hr wiring, 1.0 hr structural
Repair labor	0.0 hr
Account #	010.0337.43151.000.9234.000
Travel	Not included
NHTSA code	11
Prime fail P/N	N/A
Doc ref	N/A

Altec Use Only			
Description	Part No.	Qty	Warranty
N/A	N/A	N/A	N/A

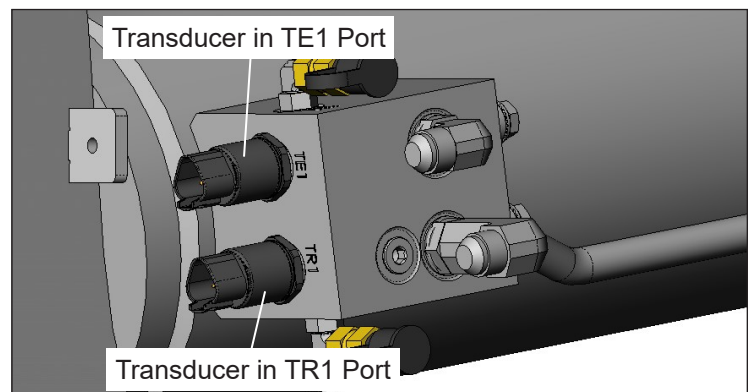
**Wiring Inspection Procedure:** No tools are required for this procedure. Read and understand all steps of the instructions before beginning the procedure.

1. Position the unit on a level surface, apply the parking brake, and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure. Chock the wheels.
2. Find the load holding valve block on the lift cylinder, located on one side near the turntable (refer to Figure 1).



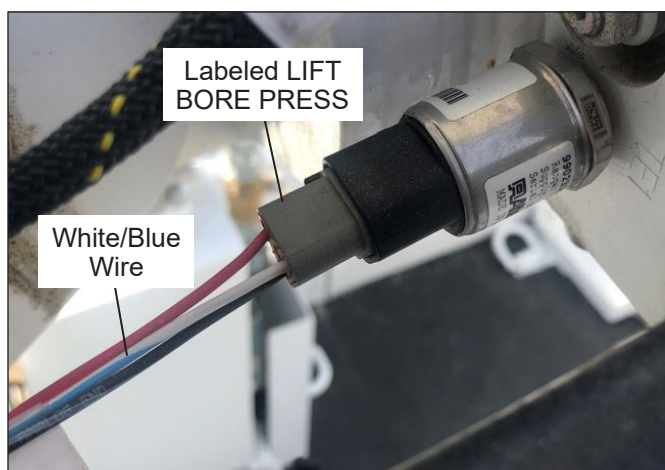
**Figure 1 — Load Holding Valve Block Location**

3. Locate the two pressure transducers installed in the ports stamped "TE1" and "TR1" on the valve block (refer to Figure 2).

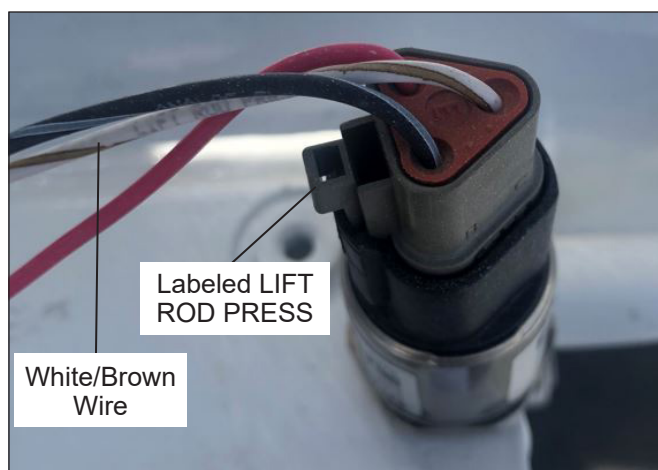


**Figure 2 — Pressure Transducers  
(DH Series Shown, Other Models May Vary)**

4. Visually inspect the two connectors from the turntable wiring harness attached to the pressure transducers. Both connectors have a red wire and a black wire. The connectors have a different color third wire and different label wording. The connector with a white/blue third wire and the label "LIFT BORE PRESS" should be attached to the transducer in the TE1 port, and the connector with a white/brown third wire and the label "LIFT ROD PRESS" should be attached to the transducer in the TR1 port (refer to Figures 3 and 4).



**Figure 3 — Proper Connector on Transducer in TE1 Port**



**Figure 4 — Proper Connector on Transducer in TR1 Port**

5. Review the inspection results from step 4.

- If the connections are reversed from the proper transducers, unplug them and attach them to the opposite transducers as shown in Figures 3 and 4. Proceed to step 6.
- If the connectors are attached to the proper transducers, proceed to step 8.

### Structural Inspection Procedure:

6. Inspect the unit for visible damage from overloading due to the non-functioning HOP system. Include the components shown in the checklist in Figure 5, based on the 500 PTO Hours/6 Months section of the Preventive Maintenance and Inspection Checklist in the Appendix of the unit's Maintenance manual.

Symbol	Component	Criteria
	Subbase mounting	Fasteners secure, welds intact, no cracks
	Subbase structure	Welds intact, no cracks
	Pedestal mounting	Welds intact, no cracks
	Outriggers mounting	Welds intact, no deformation or cracks
	Pedestal structure	Welds intact, no deformation or cracks
	Turntable structure	Welds intact, no deformation or cracks
	Rotation bearing cap screws	Visual inspection per Maintenance Manual
	Lower boom structure	Welds intact, no deformation or cracks
	Intermediate boom structure	Welds intact, no deformation or cracks
	Upper boom fiberglass structure	Undamaged
	Upper boom tip structure	No deformation or cracks
	Winch line	Condition per Maintenance Manual

**Symbols:** ✓/O = Okay R = Repair/replacement required U = Unsafe to operate

**Figure 5 — Inspection Checklist**

7. Review the inspection results.

- If any concerns are found, take the unit out of service, and contact Altec Service for repairs. Proceed to step 8 after repairs are completed.
- If no concerns are found, proceed to step 8.

**Completion**

8. Put the unit back into service.
9. Complete the Inspection Sheet at the end of the CSN and return it to Altec.

# Inspection Sheet

Complete this form and submit it to Altec to document inspection completion.

Choose one of these options for submission.

- Online through the customer portal – Altec Connect\*  
Sign in or Register for an account at [connect.altec.com/login](http://connect.altec.com/login)
  1. Select Equipment
  2. Select Altec Product Notices
  3. Select Report a Completed APN
- Scan and Email to [product.safety@altec.com](mailto:product.safety@altec.com)
- FAX to 1-877-659-9929
- Mail to: Customer Outreach; PO Box 8338; Saint Joseph, MO 64508



Scan here to access  
Altec Connect.

Model	Altec Unit Serial Number	Date Inspected

Company Name: \_\_\_\_\_ Phone \_\_\_\_\_

Service Company Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Company Contact: \_\_\_\_\_

Company Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_

ZIP/Mailing Code: \_\_\_\_\_ Country: \_\_\_\_\_

Signature: \_\_\_\_\_

Submission of this form does not order parts or schedule service from Altec.

\* If the customer or the customer’s warranty provider performs the repair, submit a warranty claim through Altec Connect to be reimbursed for the cost of the parts and/or labor.

Contact Altec for more information or to schedule the work to be done by Altec.

Make copies of this form for additional units if needed.